



21st Theater Sustainment Command



CLAIMS IN- PROCESSING BRIEFING





21st Theater Sustainment Command



KAISERSLAUTERN CLAIMS **OFFICE**

Location: **Kleber Kaserne**
Bldg. 3210, Room 110

Phone: **DSN 483-8414**
CIV 0631-411-8414

CJA: **CPT Mike**



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AGENDA

- **DA Pam 27-162**
- **Substantiation - “Legal Proof”**
- **Items NOT payable**
- **\$100 Rule**
- **PED (Prior Existing Damages)**
- **Claims Maximum Payable**
- **Time Constraints**
- **Questions**



DA PAM 27-162

- **Sets out procedures for Claims Offices**
- **NOT “Guidance” - CJA is financially and criminally responsible for violations**
- **NOT intended to replace private insurance**
- **Depreciated Cost vs. Replacement Cost**



SUBSTANTIATION

Claimants must prove:

1. **Ownership** - receipts, bills, pictures, video, personal inventory (serial #'s, quantity)
 2. **Value** - receipts, bills, pictures, *appraisals**
 3. That the claimant **tendered** the item to the carrier (*is it listed on shipment inventory?*)
- *Note: we do not pay for appraisals.*



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ITEMS **NOT** PAYABLE

- **Losses exceeding \$40,000.00**
- **Items exceeding category allowance**

(See DA Pam 27-162; ALDG, Table 11-1)

- **Professional equipment:** DJ turntables, professional mechanic's tool set, etc.

**payable up to \$4000 per claim, not payable if claimant is a*
• **Money:** cash, money orders, **coin**



SOME CLAIMS MAXIMUMS

- **\$40,000** maximum allowable per move (Per HHG/HB claims)
- **\$20,000** maximum per POV claim
- Within these overall maximums, there are individual “item” maximums:
 - **\$1000** per stereo item/**\$4000** per claim
 - **\$1000** per bicycle



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\$100 RULE

**DA Pam 27-162, para. 11-14h,
states, in part:**

**“As a rule of thumb, they
[claimants] should normally be
required to provide a **purchase
receipt or similar evidence...of
items for which more than \$100
is claimed...**”**



PED (Prior Existing Damages)

DA Pam 27-162, para. 11-14d(2), states, in part:

“PED is damage that predates the incident giving rise to a claim... If the estimate [for repair of a damaged item] includes repair of PED, deduct the percentage attributable to repair of PED...”

Bottom Line: Claims does not pay



PED (Prior Existing Damages)

- PED is listed on the ***Shipment Inventory!!***
- **SCRUTINIZE** the PED codes that the movers use when they pack your goods!!!
- If you don't agree with the PED code, **DON'T ARGUE; WRITE IN AN "EXCEPTION TO THE PED" ON THE *Shipment Inventory* !** (in the "Remarks" field)



TIME CONSTRAINTS

- **70 DAYS** - you **MUST** turn in the 1840R to your gaining claims office **within 70 Calendar Days of delivery!!!**
 - A few exceptions for TDY/deployment
- **2 YEARS** - you **MUST** file your claim **within 2 Calendar Years of delivery!!!**
 - Turning in the 1840R **IS NOT**



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HAVE A SMOOTH MOVE!

- **CONSIDER PRIVATE INSURANCE**
- **Ensure that high dollar items (\$100+) are *individually listed* on the inventory**

- **Bottom Line:**

If you care about it, *document it, check the PED codes, and file PED exceptions!*

If you *REALLY* care about it, take



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QUESTIONS
?